

# REGIONAL TRAIN-THE-TRAINER SESSIONS

System Security Awareness for Transit Employees and Security Incident Management for Transit Supervisors

## Locations • Dates

Columbus, Ohio	July 22
Houston, Texas	July 26
Norfolk, Virginia	July 29
Concord, California	August 9
Tacoma, Washington	August 12
St. Louis, Missouri	August 26
Buffalo, New York	September 9
Milwaukee, Wisconsin	October 7
Long Beach, California	October 21
Tampa, Florida	November 13

Participation in a train-the-trainer session is required to obtain the course materials. To register for a regional train-the-trainer session simply complete the Registration Form below. Upon receipt of a registration form, NTI will confirm the location of the session. Sessions will run from 8:30am to 4:30pm.

## Registration Form

### Regional Train-the-Trainer Registration Form

Yes, I will be attending. Please check the session that you will attend.

- |  |           |   |             |
|--|-----------|---|-------------|
| <input type="checkbox"/> Columbus, Ohio      | July 22   | <input type="checkbox"/> St. Louis, Missouri    | August 26   |
| <input type="checkbox"/> Houston, Texas      | July 26   | <input type="checkbox"/> Buffalo, New York      | September 9 |
| <input type="checkbox"/> Norfolk, Virginia   | July 29   | <input type="checkbox"/> Milwaukee, Wisconsin   | October 7   |
| <input type="checkbox"/> Concord, California | August 9  | <input type="checkbox"/> Long Beach, California | October 21  |
| <input type="checkbox"/> Tacoma, Washington  | August 12 | <input type="checkbox"/> Tampa, Florida         | November 13 |

PLEASE PRINT:

Name \_\_\_\_\_ Title \_\_\_\_\_

Agency Name \_\_\_\_\_

Business Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

SESSION CONFIRMATIONS WILL BE SENT VIA EMAIL

### Type of Organization:

- Public Transit Agency (check service modes that apply)
  - ☐ Bus
  - ☐ Heavy Rail
  - ☐ Paratransit
  - ☐ Commuter Rail
  - ☐ Light Rail
  - ☐ Ferry Service

• Department of Transportation

• Labor Union, (please specify) \_\_\_\_\_

• Emergency Services, (please specify) \_\_\_\_\_

• Other, (please specify) \_\_\_\_\_

### Organization Size:

- ☐ Under 150 Employees
- ☐ 150 to 1000 Employees
- ☐ Over 1000 Employees

### Mail or Fax Form to:

Coleen Meyer, National Transit Institute, 120 Albany Street, Seventh Floor, New Brunswick, NJ 08901-2163  
Telephone: 732.932.1700 ext. 31 • Fax: 732.932.1707 • Email: [safety@nti.rutgers.edu](mailto:safety@nti.rutgers.edu)



Rutgers, The State University of New Jersey  
120 Albany Street, Seventh Floor  
New Brunswick, New Jersey 08901-2163

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# TRANSIT WORKPLACE SAFETY and SECURITY



System Security Awareness for Transit Employees

Security Incident Management for Transit Supervisors



# System Security Awareness for Transit Employees

AND

# Security Incident Management for Transit Supervisors

NTI is pleased to announce the availability of two new transit-specific security training courses for front-line employees and supervisors. These courses and the accompanying materials are available to transit organizations **FREE** of charge. They were built from the ground up, specifically for the transit industry, in cooperation with federal agencies including the FTA, FAA, and FBI; transit agencies, labor unions, and security professionals. The practices put forth not only help a transit system “harden the target” relative to terrorism, but also will improve its overall security – helping to reduce all levels of crime.

The ***System Security Awareness for Transit Employees*** course is designed for front-line employees and supervisors who have direct contact with the public or the vehicles and facilities used by the public. The course covers skill sets for observing, determining, and reporting people and things that are suspicious or out-of-place. It encourages employees to use common sense when faced with various circumstances so operations can run safely, smoothly, and efficiently.

A focus is also placed upon an employee’s initial priorities at the scene of a threat or incident. The time needed to deliver the course content will range from two to three hours depending on the job functions of the class participants and the level of detail an agency wishes to cover.

## ***Security Incident Management for Transit Supervisors***

is a two-hour add-on course for road supervisors, dispatchers, foremen, and other front-line managers. The course addresses a front-line supervisor’s fundamental responsibilities: communication, information gathering and analysis, hazard and risk identification, decision-making, and plan implementation. Several scenario-based exercises allow students to solve problems and apply the skills presented in the programs.



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## System Security Awareness for Transit Employees

*The goals of this course are to give transit employees the skills and knowledge to:*

- Define their role and responsibility in system security
- Recognize suspicious people, activities, packages, devices and substances
- Observe and report relevant information
- Minimize harm to themselves and others

### Course Modules Include:

**“What is System Security?”** defines terrorism, transit system vulnerabilities, and the potential effects of terrorism on transit. It also introduces the concept of a systems approach to security.

**“What is Your Role in Reducing Vulnerability?”** builds on the system security concept and explores an employee’s role as the eyes, ears and mouth of the organization – not only observing and listening, but reporting as well. It explains the importance of employee incident prevention measures such as good housekeeping and the techniques and procedures for conducting routine security sweeps of vehicles and facilities. Specific sections focusing on bus, light rail, and heavy rail systems, and transit facilities are included.

**“What do You Look For?”** focuses on what employees need to look for. The characteristics of suspicious people, activities, packages and devices are all reviewed as well as what employees should do when they observe them, including how to approach someone and what to say. It stresses the differences between unattended and suspicious packages, between profiling and suspicious behavior.

**“What about Anthrax and other Suspicious Substances?”** concentrates on dispelling the myths and reinforcing the facts regarding Anthrax, Sarin gas and other suspicious substances – chemical, biological and radiological agents. Information regarding the signs and symptoms of a release, severity factors and routes of exposure are included.

**“What is Your Top Priority?”** discusses an employee’s priorities in the event of a real security threat or incident. Life safety, the need to protect themselves and others against exposure and injury is stressed. The skills required to gather and report relevant information to supervision are also covered.

## Security Incident Management for Transit Supervisors

*The goals of this course are to give transit supervisors the skills and knowledge to:*

- Define the role and responsibility of a supervisor
- Define and describe a supervisor’s duties as a security incident manager
- Identify the four phases of an incident
- Describe the elements of IED and CBR incident management

### Course Modules Include:

**“What are Your Duties in Managing a Security Incident?”** examines key incident management processes – communication, information gathering and analysis, and decision-making. Communication skills are stressed through the presentation of a six-step communications model. The model is then applied to the information gathering and analysis function that is critical to making sound decisions. Finally the development, implementation and evaluation of a plan for dealing with a threat or incident are reviewed.

**“What are the Four Phases of an Incident?”** explains the four phases of an incident – from notification through restoration. The roles of transit employees and emergency responders are defined, as well as the priorities and activities relative to each phase.

**“What are the Elements of IED and CBR Incident Management?”** defines the unique characteristics of managing an incident involving an improvised explosive device or a suspicious substance such as a chemical agent. This section discusses concerns and techniques for responding to a scene, interfacing with responders through the Incident Management System, and the on-scene hazards of a terrorist or criminal incident.

Scenario-based exercises that require students to apply their skills and experience to “real-world” situations are included throughout the course. These exercises allow students to learn from each other by working to solve problems both individually and in small groups. The exercises can be customized by an agency to add a local or regional “flavor”, thereby increasing the overall relevancy of the course.



safety & security



## System Security Training... Course Delivery Options

### Regional Train-the-Trainer Sessions

Ten, one-day, regional train-the-trainer sessions are scheduled that will cover both courses and discuss training implementation strategies. These sessions, like the courses, are **FREE**. Participants will go through both the awareness and supervisor courses, including all of the individual and group exercises. Attendees will receive an Instructor Package for each course.

While the regional train-the-trainer sessions are intended for those who will deliver the training, they are open to anyone interested in the program. It is recommended that agencies invite other individuals who may assist in the implementation or delivery of the courses. Operations, maintenance and human resources managers, who need to be supportive and have "buy-in" of the training effort, can attend the train-the-trainer sessions for a comprehensive introduction to the courses. Likewise local emergency response representatives from police, fire, EMS and emergency management offices should be invited. This will introduce them to the training being delivered to transit employees, and may encourage them to assist in course delivery or follow-up training drills. Ultimately, it will help build and improve the relationship between the transit system and the local emergency response organizations.

Participation in a train-the-trainer session is required to obtain the course materials. Advance registration is required. To register for a regional train-the-trainer session simply complete the attached **Registration Form**. Upon receipt of a registration form, NTI will confirm the location of the session. Sessions will run from 8:30am to 4:30pm

### Targeted Delivery

For smaller properties – one hundred and fifty employees or less – NTI will deliver the training directly to employees using our own instructional staff. For larger systems, NTI will work with agency staff to deliver a custom train-the-trainer session exclusively for their trainers, safety, security and other representatives. Class size for both of these options is suggested to be between twenty and forty students. In both cases, the training will be delivered at the transit agency, free-of-charge.

For more information, contact the  
NTI Workplace Safety and Security  
at [safety@nti.rutgers.edu](mailto:safety@nti.rutgers.edu) or  
732.932.4500

[www.NTIONLINE.com](http://www.NTIONLINE.com)

